Casualty Notification Process: Ensuring the next of kin (NOK) are notified of the casualty

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Go to Active Duty Casualty Notification In-Theatre Process, steps 1-19	Go to Active Duty Casualty Notification In-Theatre Process: When a Soldier is a casualty while on active duty, steps 1-19. These steps include: - Receiving In-Theatre casualty notification - Collecting casualty information - Creating Casualty Report (CR) and Serious Incident Report (SIR) - Submitting CR and SIR through appropriate channels - Requesting casualty notification team	Please see Active Duty Casualty Notification In-Theatre Process for more details.	Please see Active Duty Casualty Notification In-Theatre Process for more details.	Please see Active Duty Casualty Notification In-Theatre Process for more details.	
2	Go to Active Duty Status Casualty Notification Process, steps 1-16	Go to Active Duty Status Casualty Notification Process: When a Soldier is a casualty while on active duty status (IAW AR 600-8-1), steps 1-16. These steps include: - Receiving active duty casualty notification - Collecting casualty information - Creating Serious Incident Report (SIR) - Submitting SIR through appropriate channels - Requesting casualty notification team	Please see Active Duty Status Casualty Notification Process for more details.	Please see Active Duty Status Casualty Notification Process for more details.	Please see Active Duty Status Casualty Notification Process for more details.	

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3	Go to Input New Casualty Mission into CMM Database Process, steps 1-8	Go to Input New Casualty Mission into CMM Database Process: To track mission output and participants within a State using the Casualty Mission Management (CMM) database, steps 1-8. These steps include: - Accessing and logging in to the Reserve Component Management System (RCMS) website - Entering the Casualty Mission Management (CMM) application - Inputting required information about the casualty	Please see Input New Casualty Mission into CMM Database Process for more details.	Please see Input New Casualty Mission into CMM Database Process for more details.	Please see Input New Casualty Mission into CMM Database Process for more details.	
4	Go to Casualty Assistance Process, steps 1-7	Go to Casualty Assistance Process: Ensuring the next of kin (NOK) and beneficiaries receive support after a death occurs, steps 1-7. These steps include: - Identifying the Casualty Assistance Officer (CAO) - Inputting the CAO team into CMM - CAO receiving orders	Please see Casualty Assistance Process for more details.	Please see Casualty Assistance Process for more details.	Please see Casualty Assistance Process for more details.	

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5	Identify and assign CNO team	State Casualty Operations Manager or designated personnel identifies a CNO team to perform the notification. A casualty notification team is composed of the CNO and Chaplain (or other clergy). When Chaplain is not available or locating a chaplain may unduly delay notification, the second member of the team may be a E6 or above. The purpose of the second Soldier is to provide support to the CNO.				The CNO must meet the following qualifications: - A Soldier in the grade of O3 and above, CW2 and above, or Senior NCOs in the grade of E7 and above. CMAOC approves any exceptions to policy. - The grade of the CNO is equal to or higher of the casualty, whenever possible. If known that the NOK is also a Solider or retiree from any branch of Service, the grade of the CNO is equal or higher than the grade of the NOK. Designated personnel is determined by State policy. CAC provides the CNO team with pertinent notification guidance.
6	Go to Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process (Complete Map)	Go to Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process: Soldiers must receive orders from their State in order to perform a new casualty mission, in addition, traditional M-Day Soldiers must receive approved LOA from ARNG, complete map.	Please see Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process for more details.	Please see Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process for more details.	Please see Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process for more details.	

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No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
7	Go to Input New Casualty Mission into CMM Database Process, steps 9-41	Go to Input New Casualty Mission into CMM Database Process: To track mission output and participants within a State using the Casualty Mission Management (CMM) database, steps 9-41. These steps include: - Adding an Officer, a Chaplain, and/or a non-ARNG participant to the Casualty Mission Management (CMM) database - Assigning a participant to the mission - Adding a participant's certification date	Please see Input New Casualty Mission into CMM Database Process for more details.	Please see Input New Casualty Mission into CMM Database Process for more details.	Please see Input New Casualty Mission into CMM Database Process for more details.	
8	Notify primary next of kin (PNOK)	CNO team makes a personal notification on behalf of the Secretary of the Army and reads the Notification Script Regarding Media Coverage at Dover AFB to PNOK between 0500-2400 local hours while dressed in Class A uniform or ASU. AR 600-8-1, Chapter 5, Section 1, states how the PNOK is determined.	Army Casualty Notification and Assistance Guide AR 600-8-1, Chapter 1, Section 4 AR 600-8-1, Chapter 5, Section 1	Notification Script Regarding Media Coverage at Dover AFB		CNO team must notify PNOK within four hours of receiving the official casualty report receipt.
9	Collect notification documentation from PNOK	CNO team collects PNOK's signature on the Notification Script Regarding Media Coverage at Dover AFB and additional information on DA Form xxxxR (Record of Casualty Notification Actions).		DA Form xxxxR Notification Script Regarding Media Coverage at Dover AFB		Additional information may include: - NOK's name - Social security number - Birthday - Mailing and physical address for the next 45 days

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
10	Inform CAC of notification	CNO team informs CAC via telephone of the following: - The time the notification was made - The PNOK's Dover Dignified Transfer Script selection - Any unusual comments made by the PNOK				
11	Need to notify secondary next of kin (SNOK)?	If a SNOK is identified, a different CNO team (if needed) contacts the SNOK after the PNOK is notified. CAC briefs the SNOK CNO team on results of PNOK notification (if necessary).	Army Casualty Notification and Assistance Guide AR 600-8-1, Chapter 1, Section 4 AR 600-8-1, Chapter 5, Section 1			There may be more than one SNOK. If so, there may be more than one SNOK CNO team.
12	Notify SNOK	CNO team(s) makes a personal notification on behalf of the Secretary of the Army SNOK between 0500-2400 local hours while dressed in Class A uniform or ASU. AR 600-8-1, Chapter 5, Section 1, states how the SNOK is determined.	Army Casualty Notification and Assistance Guide AR 600-8-1, Chapter 1, Section 4 AR 600-8-1, Chapter 5, Section 1			

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
13	Collect notification documentation from SNOK	CNO team(s) collects additional information on DA Form xxxxR (Record of Casualty Notification Actions).		DA Form xxxxR		Additional information may include: - NOK's name - Social security number - Birthday - Mailing and physical address for the next 45 days
14	Inform CAC of notification	CNO team(s) informs CAC via telephone of the following: - The time the notification was made - Any unusual comments made by the PNOK				
15	Brief CAO of situation	CNO team(s) briefs the CAO(s) of the NOK(s) situation. CNO team(s) identifies if there were any issues when making the notification(s).				
16	Go to Casualty Assistance Process, steps 9-End	Go to Casualty Assistance Process: Ensuring the next of kin (NOK) and beneficiaries receive support after a death occurs, steps 9-End.	Please see Casualty Assistance Process for more details.	Please see Casualty Assistance Process for more details.	Please see Casualty Assistance Process for more details.	
17	Complete all pertinent documentation	CNO team(s) completes the pertinent documentation.		DA Form xxxxR DD Form 1351-2 Notification Script Regarding Media Coverage at Dover AFB		Pertinent documentation includes: - DA Form xxxxR (Record of Casualty Notification Actions) - DD Form 1351-2 (Travel Voucher or Subvoucher) - Notification Script Regarding Media Coverage at Dover AFB

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18	Send pertinent documentation	CNO team(s) sends all pertinent documentation to CAC via email/fax/in person.		DA Form xxxxR DD Form 1351-2 Notification Script Regarding Media Coverage at Dover AFB		Pertinent documentation includes: - DA Form xxxxR (Record of Casualty Notification Actions) - DD Form 1351-2 (Travel Voucher or Subvoucher) - Notification Script Regarding Media Coverage at Dover AFB
19	Receive pertinent documentation	CAC receives all pertinent documentation from CNO team(s) via email/fax/in person.		DA Form xxxxR DD Form 1351-2 Notification Script Regarding Media Coverage at Dover AFB		Pertinent documentation includes: - DA Form xxxxR (Record of Casualty Notification Actions) - DD Form 1351-2 (Travel Voucher or Subvoucher) - Notification Script Regarding Media Coverage at Dover AFB